

## What All New & Returning Volunteers Need to Know

Thank you for your generous contribution of time, compassion, and expertise. Volunteers are the heart of Seattle/King County Clinic – without you it could not happen. We are most appreciative!

Read this document carefully. It contains important information about the Clinic that will answer many frequently asked questions by volunteers.

- **Parking & Campus Navigation**
- **Check-In & Orientation**
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**Even if you have volunteered before, procedures have changed.** Don't assume past practices are still being used. Additional reference materials including a map, check-in and orientation times, job aids, assignment training videos and other area-specific details can be found on the main orientation page [seattlecenter.org/skclinic/orientation](http://seattlecenter.org/skclinic/orientation).

If you are unable to participate, please update your registration at [seattlecenter.org/volunteers](http://seattlecenter.org/volunteers).

### Parking & Campus Navigation

Free volunteer parking is available in the [Mercer Street Garage](#). **DO NOT LEAVE VALUABLES IN YOUR CAR.** Keep all personal items out of sight.

**Seattle Center has a lot of construction projects underway** which includes more on campus vehicle traffic than usual. Traditional pathways may not be available. Please be alert and mindful of your surroundings.

### Check In & Onsite Orientation

#### **Overnight, Early AM & Community Table Assignments**

Check in directly at Fisher Pavilion upon arrival. Look for a Lead in a green or orange Clinic t-shirt.

- **Overnight Patient Line – 12:05 AM Check-in**
- **Early AM Patient Line – 4:00 AM Check-in**
- **Community Tables – 5:00AM Check-in**

#### **All Other Assignments**

Check in at **Nesholm Family Lecture Hall** – part of Seattle Center McCaw Hall. The entrance is on Mercer Street directly under the skybridge.

- Volunteers need to **check in each day** by having their badge scanned and must wear their badge to access Clinic facilities.
- When you check in you will also be **given a meal voucher for that day**.
- The check in and orientation times specific to your assignment can be found at [seattlecenter.org/skclinic/orientation](http://seattlecenter.org/skclinic/orientation).

Remember to **stop and look around** for signs to help you find what you need. You can also grab a volunteer map when you check in.

Please pay attention to the volunteer entrances/exits **for McCaw Hall and the Exhibition Hall (dental)** to help avoid congestion in patient areas.

- **McCaw Hall:** Use the Nesholm Family Lecture Hall doors or the exterior Volunteer Breakroom doors (by the mammogram van). Avoid the west lobby doors unless assisting patients.
- **Exhibition Hall:** Use the east doors across from McCaw Hall's glass wall. The only exception is for volunteers who cannot manage going up or down stairs, they may use the ADA ramp to enter/exit.

### Your Assignment(s)

- While we will do our best to honor the assignment(s) you selected, adaptability is critical to the success of the Clinic. At times we may need to move you, relative to your expertise, to other assignments where there is a greater need.
- The Clinic operates until 6:00 PM Thursday through Saturday and 5:00 PM on Sunday. Please be sure to **notify your Lead before you leave for the day**, so they can continue to monitor workflow and capacity.
- Please visit the **Volunteer Reassignment** table by Volunteer Check In for general questions and/or if you have been released from an assignment and are without something to do.

### Health Safety

- Volunteers should closely monitor their health in the days leading up to the Clinic and **cancel their participation if they become sick.**
- Masks are optional for all participants but are strongly encouraged in crowded areas.
- The Clinic has procedures to keep each area appropriately clean, sanitized and disinfected. Volunteers are asked to assist in this. They will be trained on proper steps and products to use in their given area.

### What to Wear

- **Clinic T-Shirt:** available to every volunteer to differentiate you from patients, but it is not required. If you already have a Clinic t-shirt from a prior year, you are welcome to wear it.
- **Eyeglasses or Readers:** if needed for reading or computer use.
- **Scrubs:** are acceptable for healthcare professionals.
- **Shoes:** comfortable, supportive, close-toed shoes are advised. **Volunteers participating in Dental Floor Operations Support or Dental Sterilization & Supplies must wear shoes that fully encase the entire foot.**

We recommend wearing **clean, comfortable clothing** that allows you to move freely. Some areas can feel cool, so **long sleeve shirts or layers** are helpful. If your assignment has the potential for working outside, please come **prepared for the weather**. Volunteers have also found that **compression socks** can lessen leg-weariness.

**A self-check for coats and other non-valuable items is available** where volunteers work. We do not have lockers for personal belongings. Consider using a small backpack or shoulder satchel to keep items on your person. Keep your belongings safe by labeling them with your name and keeping track of them throughout the day. We are not responsible for articles that are damaged, lost or stolen.

## Breaks & Meals

Breaks to eat and rest will be coordinated by leadership in your area. Water bottle filling stations are available in Clinic facilities. **Please always let your Lead know before you go on a break.**

Snacks and beverages will be available in Fisher Pavilion for volunteers stationed there. Your Lead will provide you with the location for the volunteer break room in this facility.

### **Prelude Café in McCaw Hall**

- Continental breakfast served daily from 4:30AM – 8:00AM
- **Serves as the primary volunteer break room** where a variety of snacks and beverages will be available throughout the day:
  - Accessible from Promenade level or entry near mammography van (must have your badge for entry).
  - Volunteers are asked **not to consume meals in patient care areas**; snacks are okay as long as not consumed in immediate treatment space.
  - Snacks are provided for **onsite consumption**. Please take only what you need during your shift, and **do not take snacks or beverages home**.

Although primarily for patients, if volunteers in other facilities can't easily get away to McCaw Hall, they can also go to concessions in Fisher Pavilion, Exhibition Hall & Cornish Playhouse.

### **Meal Voucher**

You will receive a meal voucher when you check in each day at the Nesholm Family Lecture Hall. The meal voucher is redeemable at participating Seattle Center Armory merchants. **Seating and free beverages for volunteers are available in the Armory Lofts, located on the 3<sup>rd</sup> floor** (a volunteer badge is required).

- 1<sup>st</sup> Shift volunteers **should get their meal after their shift**.
- 2<sup>nd</sup> Shift & Full Day volunteers **will have a meal break scheduled by their Leads**. 2<sup>nd</sup> Shift volunteers should note that their meal break may come after the traditional “lunch hour” to maintain staffing levels and operational flow.

If you have special dietary needs, you may want to bring your own food as we may not be able to meet those needs.

## Code of Conduct

While most frequently seen by patients, the **code of conduct is applicable to ALL participants**.

1. *To be respectful of others - volunteers, patients, patient guests and staff.*
2. *To follow behavioral and procedural expectations determined by the Seattle/King County Clinic Directors.*
3. *That aggressive behavior, or threats of aggressive behavior, and/or violence will not be tolerated and are grounds for immediate removal.*
4. *To not bring alcohol, illegal drugs, or weapons on the premises.*

**Clinical volunteers also agree to adhere to professional standards of care and Clinic policies.**

## Cell Phones & Photos

Cell phones can be a handy tool at the Clinic, but please understand the following:

- Cell phones should only be used for personal reasons **during scheduled breaks**.
- During your shift(s), limit phone use to Clinic needs (e.g., communication with your Lead or interpretation support).
- Interpreters are asked to bring cell phones to aid in their work.
- Avoid phone use that could distract from or impact patient care.
- **Protect Participant Privacy:** remember this is a health clinic where trust, confidentiality, and responsible communication are paramount, and even more so given the sensitive times we live in. **Do not take photos/videos that capture private/personal information or where unknown/unsuspecting individuals can be clearly identified.** Hold off sharing/posting images until you can review them to ensure they meet privacy standards.

## Patient Flow

A patient flow diagram is available at [seattlecenter.org/skclinic/orientation](https://seattlecenter.org/skclinic/orientation) but the basics are outlined below:

- Patients will undergo a health screening in Fisher Pavilion.
- Patients begin receiving tickets at 5:30 AM at Fisher Pavilion.
- Patients with tickets will be escorted in groups to McCaw Hall for registration beginning at 6:30 AM.
- After a patient is registered, it is important that the patient **always begin receiving services at the Start/Triage point and always conclude at the Checkout station.**
- Free snacks and water are available for patients and their guests in Fisher Pavilion and at concession stands in the Exhibition Hall, McCaw Hall Grand Lobby, and Cornish Playhouse 2<sup>nd</sup> Floor. **Please do not take food from the volunteer break area and distribute to patients.**
- Patients and their companions/guests who have been admitted to the Clinic can be identified by daily wristbands:
  - Both receive a patterned wristband to indicate they passed the health screening.
  - Patients receive a colored dated wristband.
  - Companions/guests receive a white dated wristband indicating they are not eligible for healthcare services (but may access resource services).
  - All wristbands permit same-day entry and re-entry.

## What to Expect

Please make patients feel welcomed and respected. **Warm smiles (even behind a mask), introductions, eye contact, and a calm manner will put patients at ease** and make their experience exceptional. The Clinic subscribes to the principles of **visible fairness, no judgements, and no assumptions.**

Remember, we are all volunteers working together – **please be flexible, patient, and understanding.**

We anticipate a diverse patient population. Please review the section **Learn More About Serving Our Patients** at [seattlecenter.org/skclinic/orientation](https://seattlecenter.org/skclinic/orientation) to help you best assist those who attend.

## Immigration Enforcement Response

While we have never experienced an immigration enforcement action at the Clinic, **we do have a protocol** for it. Please review it at [seattlecenter.org/skclinic/orientation](https://seattlecenter.org/skclinic/orientation) especially the steps you should take or avoid so as not to jeopardize yourself or others.

### Interpretation

**In-person and virtual services will be available.** Any volunteer who fluently speaks a language other than English will have the language(s) identified on their badge.

### Nursing/Prayer/Sensory Spaces

Available in the Seattle Center Armory, McCaw Hall, and the Exhibition Hall:

- **Armory:** Go to the Customer Service/Information Desk on the 2nd floor (near the eateries) to ask for directions and access.
- **McCaw Hall:** Prayer area is in the Grand Lobby; nursing/lactation area is on the 2nd Tier.
- **Exhibition Hall:** Space is located near the restrooms.

### Childcare

For liability reasons, we do not offer childcare services. For everyone's protection, if you choose to assist a person with their child, **DO NOT take the child out of the person's sightline/immediate proximity** (even if they say it is okay).

### Lost/Found Child Procedures

The Clinic has very specific procedures to protect the safety of the child. Please follow them strictly.

- "Lost Child" – you are with the adult/parent and the child is missing.
- "Found Child" – you are with the child who cannot find their adult/parent.
- Procedures also apply to adults with cognitive disabilities.
- The volunteer should **stay with the individual in the building/vicinity** of where they encountered the person.
- If after a **brief survey of the area** the other party cannot be found, the volunteer should **contact their Lead immediately. Do not leave the individual**, send another volunteer to get the Lead if necessary.
- **We do not want a crowd of volunteers around the child or adult/parent.** The more people who are involved, the more overwhelming it becomes for the person, and the more communication and details are likely to be altered. Please limit engagement to only those who are required.

### Emergency/Security/Behavioral Health Issues

Notify a member of leadership (green or orange t-shirt) if **an emergency occurs, you need help managing behavioral problems or require security, or in the event of any injury or accident.**

### Patient Privacy

**Please help us to secure and protect patient records.** If you find or are handed a patient record of any type, whether complete or incomplete, please turn it in immediately to a Checkout station.

**Be sure to respect patient privacy.** Please do not share:

- Individually identifiable information about a patient's health status or treatment.
- Any personal information you see or hear.
- That a person/patient sought treatment at Seattle/King County Clinic.

### Important Reminders

**Volunteers are not allowed to receive healthcare services while working at the Clinic.** If you are interested in seeking services, please come back on a different day and follow the same process as all other patients. Do not wear your volunteer t-shirt or badge or you will not be provided service.

Know that the leadership team has done their best to consider all aspects of the Clinic, from start to finish, when designing operations. **Our processes and procedures exist for a reason.** If you have questions or feedback about any of them, please find a private opportunity to share your thoughts with a member of the leadership team, but **do not implement your own processes and procedures.**

### Where to Direct Questions

Prior to the Clinic your questions can be answered by reviewing additional orientation and reference materials at [seattlecenter.org/skclinic/orientation](https://seattlecenter.org/skclinic/orientation) or by contacting [SKCClinic@seattlecenter.org](mailto:SKCClinic@seattlecenter.org) or **206-615-1835**.

When you are onsite, if you have a question or are asked a question you don't know the answer to, please contact a member of the leadership wearing a green or orange Clinic t-shirt.

### THANK YOU!

Thank you again for volunteering. Your contribution will make healthcare possible for many underserved members of the community. Remember to enjoy yourself and we'll see you soon!